

DAS ITE Customer Service Announcement
Hoover/JFHQ Mainframe Operating System Upgrade
Customer Fact Sheet
4/25/2006

- **Upgrade Details**

The current ITE Hoover and JFHQ mainframe operating system is z/OS v1.4. IBM has announced that the end-of-service date for z/OS v1.4 is March 31, 2007. ITE will be upgrading to IBM's latest release of their operating system, z/OS v1.7, with a tentative implementation date of July 16, 2006 for the JFHQ mainframe server and August 20, 2006 for the Hoover mainframe server.

- **Upgrade Benefits**

Upgrading to the newest release of z/OS will allow ITE and its customers to benefit from the latest software technologies designed to improve performance, security, application development and system availability. Those desiring additional information on new functions and features of z/OS 1.7 can refer to www.ibm.com/servers/eserver/zseries/zos.

- **Upgrade Risks**

As with any major software upgrade, there is a potential that some features of some applications may no longer function and/or perform as they did before the upgrade. There is also the possibility that 3rd party software may not interface with the new release in the same way it did with the current release.

- **What we expect from customers**

We will schedule two Sundays for customer application testing. The tentative dates are July 16th and August 13th. Customers should verify that their applications along with 3rd party licensed products they use continue to function and perform as expected. Customers can elect to create a fully documented test script that can be executed and reviewed by the ITE Software Support staff. Any issues should be reported to System Support at 281-6450.

- **Installation Timeline**

Date	Customer	Task
6/9/06	Iowa Medicaid Enterprise	1. First scheduled test of z/OS v1.7 for the DHS/IME Acceptance LPAR on the DAS/ITE Hoover Mainframe Server.
6/23/06	Iowa Medicaid Enterprise	2. Implement z/OS v1.7 in production for the DHS/IME Acceptance LPAR on the DAS/ITE Hoover Mainframe Server.
7/16/06	Hoover Mainframe Server Users	3. First scheduled user community test of z/OS v1.7 for the DAS/ITE Production LPAR on the Hoover Mainframe Server.
7/16/06	Iowa Medicaid Enterprise	4. First scheduled test and possible implementation of z/OS v1.7 for the DHS/IME Production LPAR on the JFHQ Mainframe Server.

7/23/06	Iowa Medicaid Enterprise	5. Second scheduled test and implementation of z/OS v1.7 for the DHS/IME Production LPAR on the JFHQ Mainframe Server, if necessary.
8/13/06	Hoover Mainframe Server Users	6. Second scheduled user community test of z/OS v1.7 for the DAS/ITE Production LPAR on the Hoover Mainframe Server.
8/20/06	Hoover Mainframe Server Users	7. First scheduled implementation of z/OS v1.7 for the DAS/ITE Production LPAR on the Hoover Mainframe.
9/10/06	Hoover Mainframe Server Users	8. Second scheduled implementation of z/OS v1.7 for the DAS/ITE Production LPAR on the Hoover Mainframe Server, if necessary.